



**KIAMA
MUNICIPAL
COUNCIL
COMMUNITY SATISFACTION
SURVEY 2018**

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6/2/2019**

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SAMPLE PROFILE

DEMOGRAPHICS

Gender	%	#
Male	48%	248
Female	52%	265

Age	%	#
18 to 34	20%	102
35 to 49	22%	111
50 to 64	29%	149
65 plus	29%	151

Ratepayer Status	%	#
Pay Council rates	95%	486
Landlord pays rates	5%	27

Length of time in KMC	%	#
Less than 5 years	9%	47
6 to 10 years	14%	69
11 to 15 years	11%	57
More than 15 years	66%	340

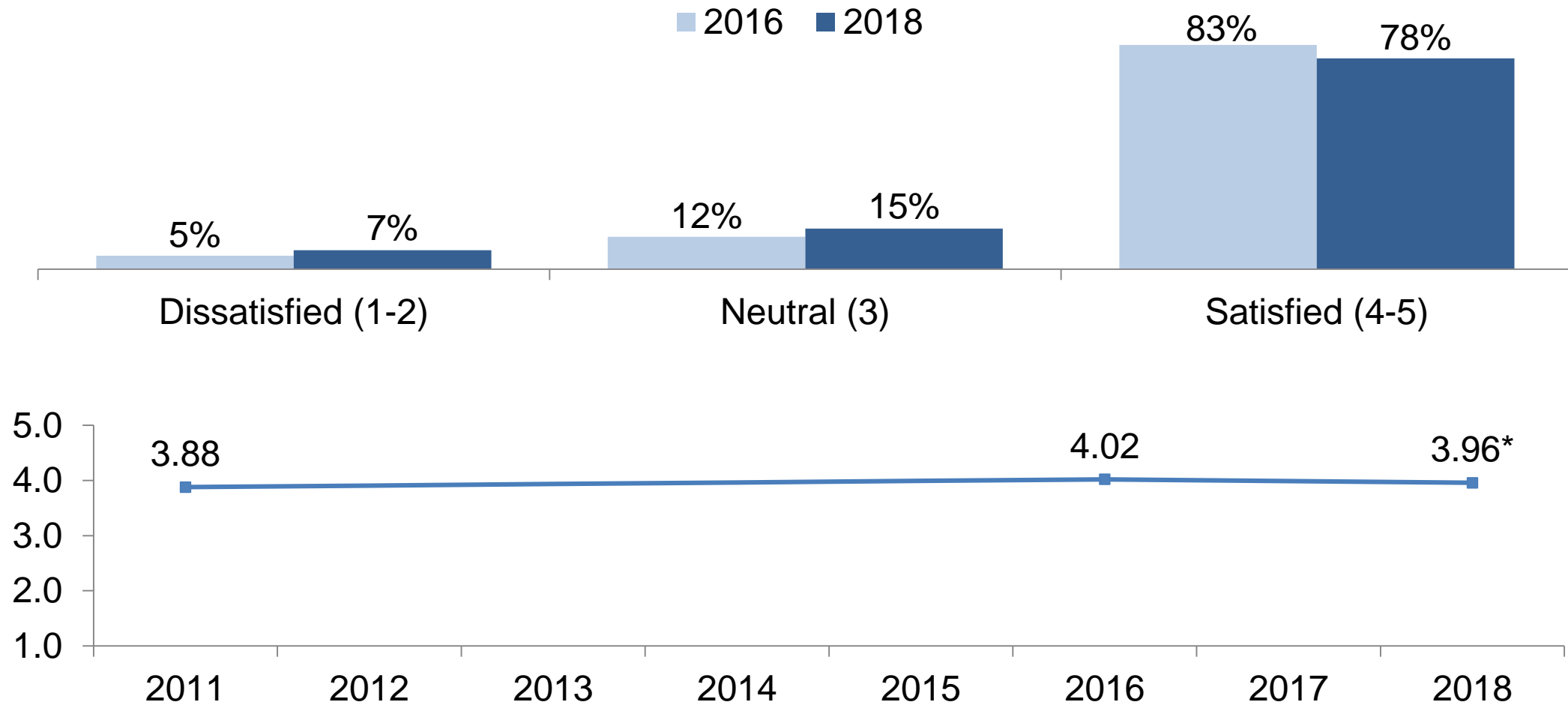
Suburb	%	#	Area	%	#
Kiama Downs	20%	101	North	26%	132
Minnamurra	5%	24			
Bombo	1%	7			
Kiama	35%	178	Central	38%	195
Kiama Heights	3%	17			
Gerringong	19%	98	South	23%	120
Gerroa	3%	16			
Werri Beach	1%	6			
Jamberoo	10%	51	Rural	13%	66
Saddleback Mountain	0.8%	4			
Toolijooa	0.6%	3			
Broughton Village	0.4%	2			
Foxground	0.4%	2			
Jerrara	0.4%	2			
Curramore	0.2%	1			
Rose Valley	0.2%	1			

SAMPLE PROFILE SUBURB & AREA

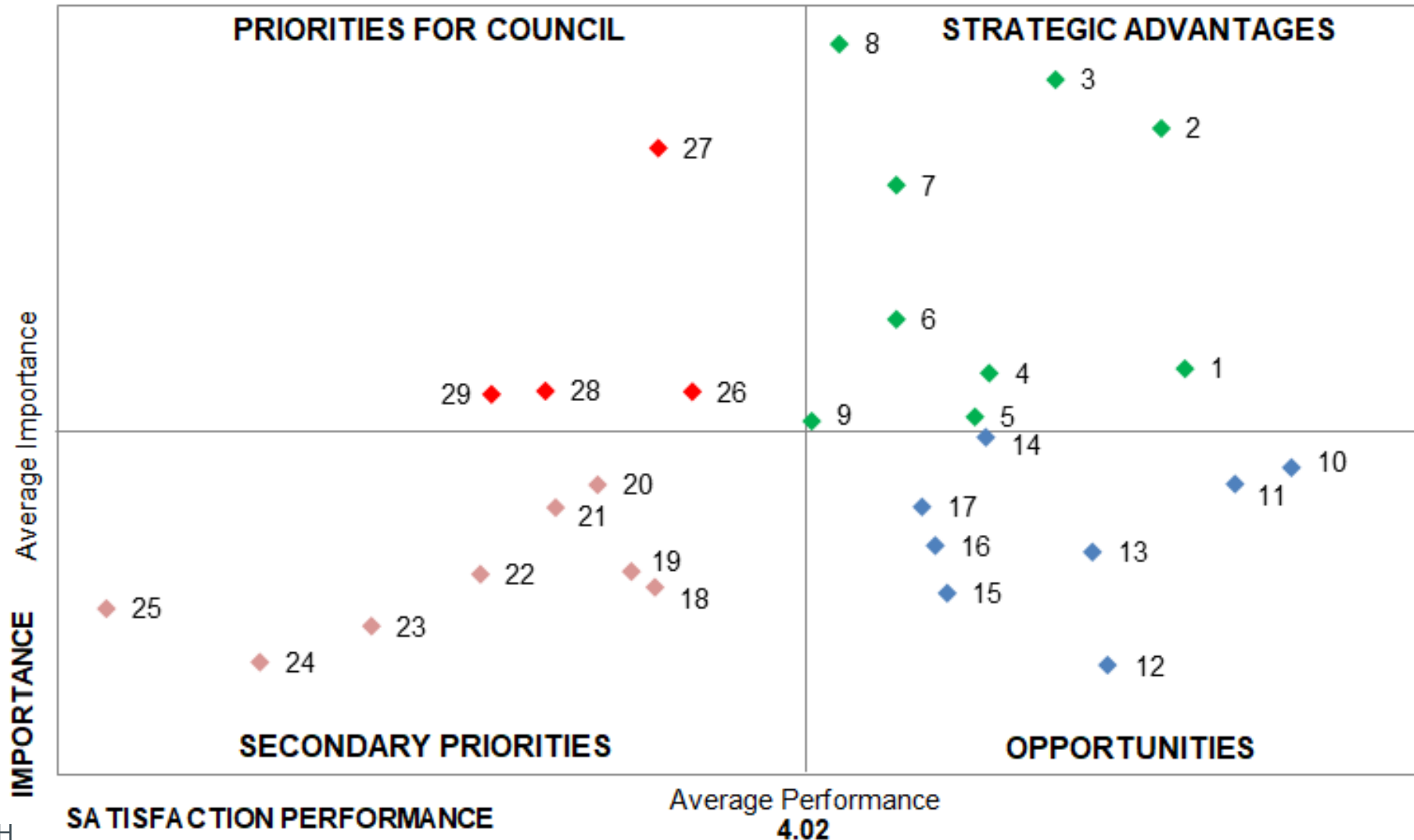
KEY FINDINGS

- Overall satisfaction is **4.0** out of 5. 78% of residents are satisfied with Council's service delivery.
- Top performing service is **library services**, followed by **The Pavilion**.
- Lowest performing service is **services for youth**, followed by **facilities for youth**.
- Performance results for 7 services are now the **best** on the IRIS Research database.
- Key issues of concern for residents of Kiama are **over-development** and **over-population**.

OVERALL SATISFACTION



QUADRANT ANALYSIS



QUADRANT ANALYSIS

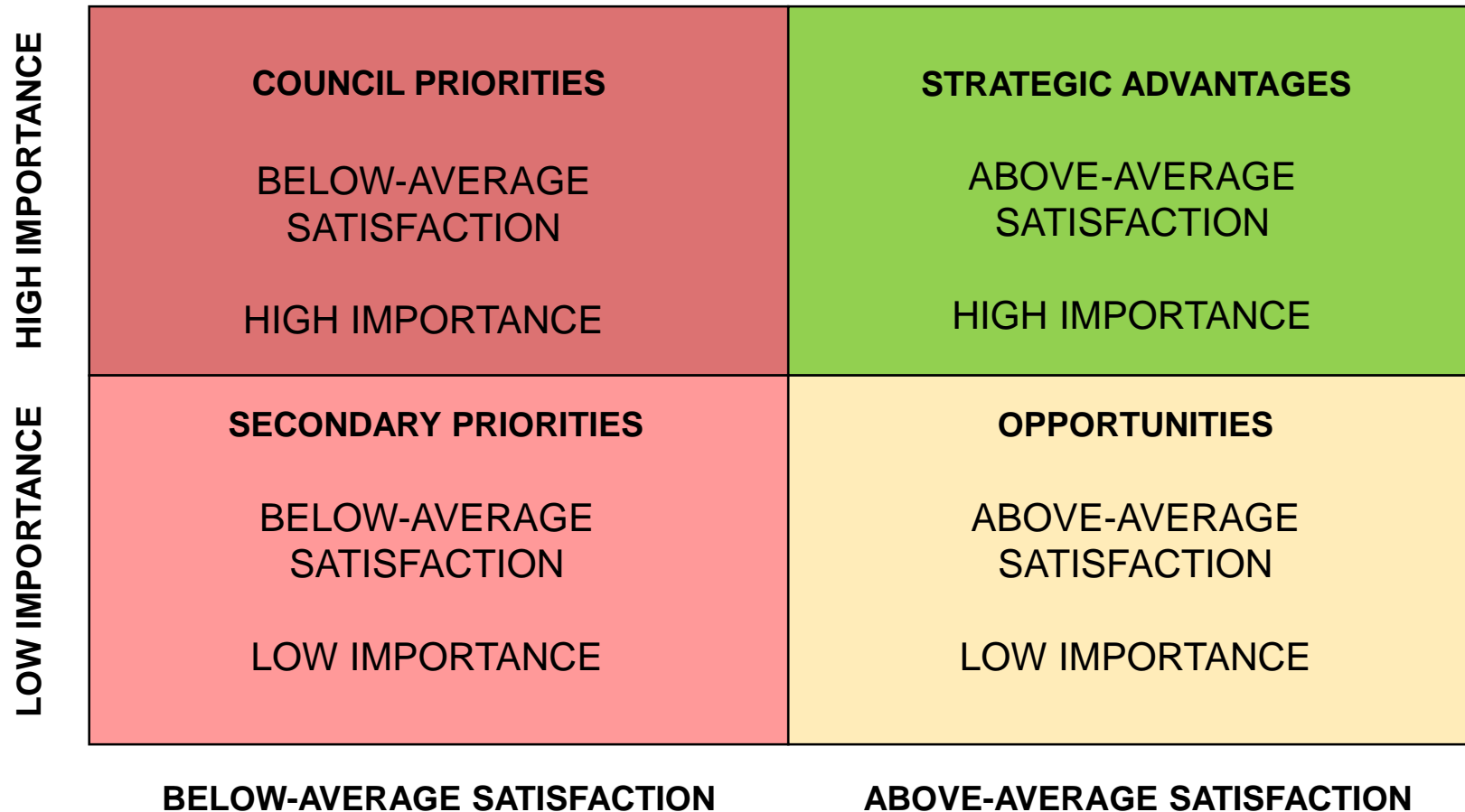
PRIORITIES FOR COUNCIL	STRATEGIC ADVANTAGES
<ul style="list-style-type: none"> (1) Facilities for older people (2) Maintenance of local roads (3) Maintenance of footpaths (4) Maintenance of stormwater drainage 	<ul style="list-style-type: none"> (1) Food and garden organics (e.g. FOGO services) (2) Beach lifeguard service (3) Maintenance of parks and gardens (4) Leisure centre – Pool (5) Garbage collection (6) Maintenance of rock pools and beaches (7) Community halls and community centres (8) Services for older people (e.g. senior citizen centres) (9) Clean-up of street litter and dumped rubbish
SECONDARY PRIORITIES	OPPORTUNITIES
<ul style="list-style-type: none"> (18) Maintenance of bike paths (19) Annual household kerbside clean-up collection (20) Facilities for children (21) Maintenance of public toilets (22) Services for children (23) Maintenance of public car parking (24) Facilities for youth (25) Services for youth 	<ul style="list-style-type: none"> (1) Library services (2) The Pavilion (3) Leisure centre – Hall (4) Kerbside recycling service (5) Maintenance of children’s play grounds and equipment (6) Leisure centre – Gym (7) Maintenance of sports grounds and playing fields (8) Maintenance of community halls and civic buildings

INFRASTRUCTURE PERFORMANCE

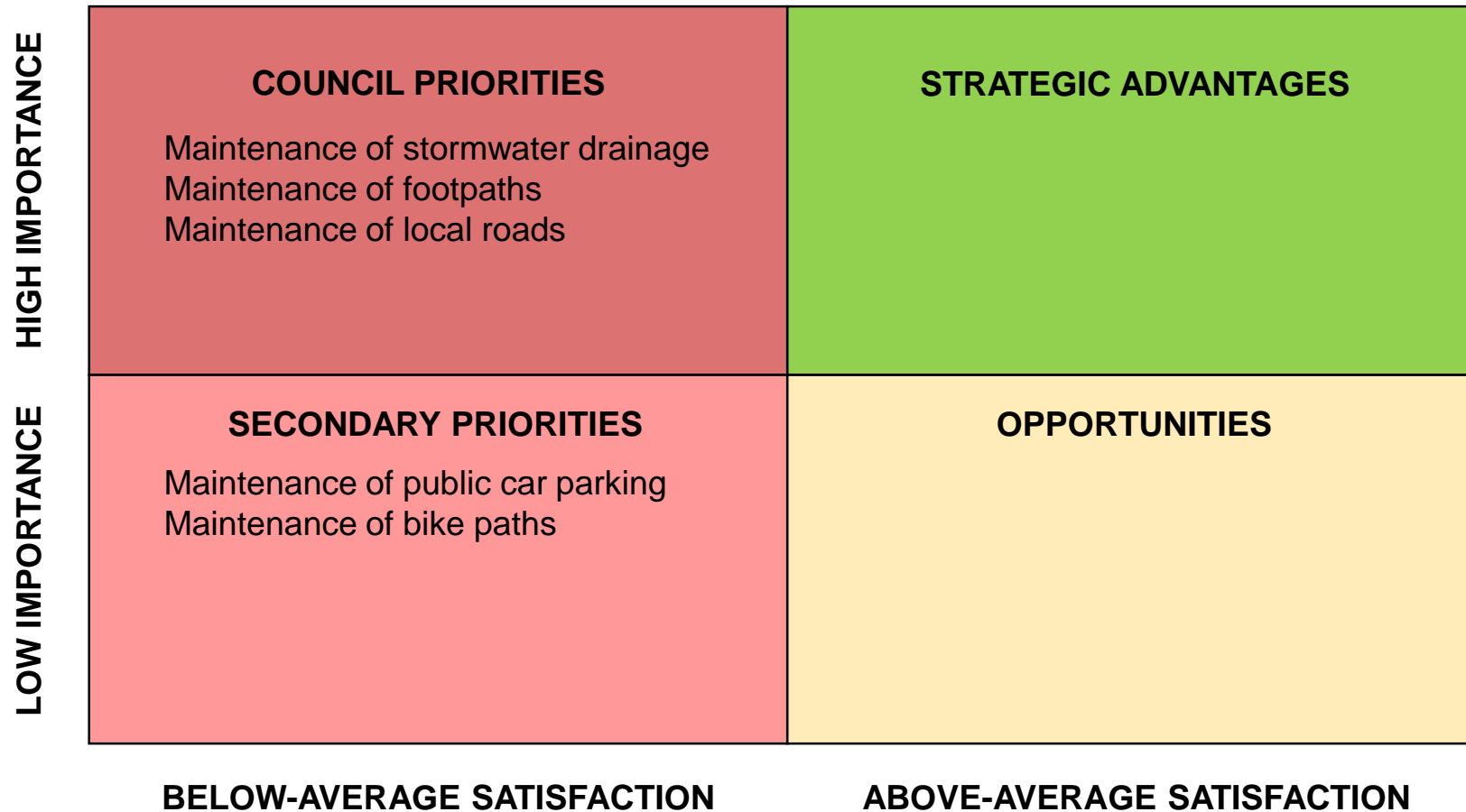
	2016	2018	Significant change since 2016	Performance compared to Comparable Councils
Maintenance of bike paths	3.7	3.9	↑	↑
Maintenance of local roads	3.7	3.9	↑	↑
Maintenance of footpaths	3.8	3.7	↔	↑
Maintenance of stormwater drainage	-	3.7	-	-
Maintenance of public car parking	-	3.5	-	↑

QUADRANT ANALYSIS

STRENGTHS & WEAKNESSES



INFRASTRUCTURE STRENGTHS & WEAKNESSES



WASTE MANAGEMENT PERFORMANCE

	2016	2018	Significant change since 2016	Performance compared to Comparable Councils
Food and garden organics	4.1	4.4	↑	↔
Kerbside recycling service	4.4	4.3	↔	↑
Garbage collection	4.1	4.2	↔	↑
Clean-up of street litter and dumped rubbish	4.1	4.0	↔	-
Annual household kerbside clean-up collection	3.9	3.8	↔	↔

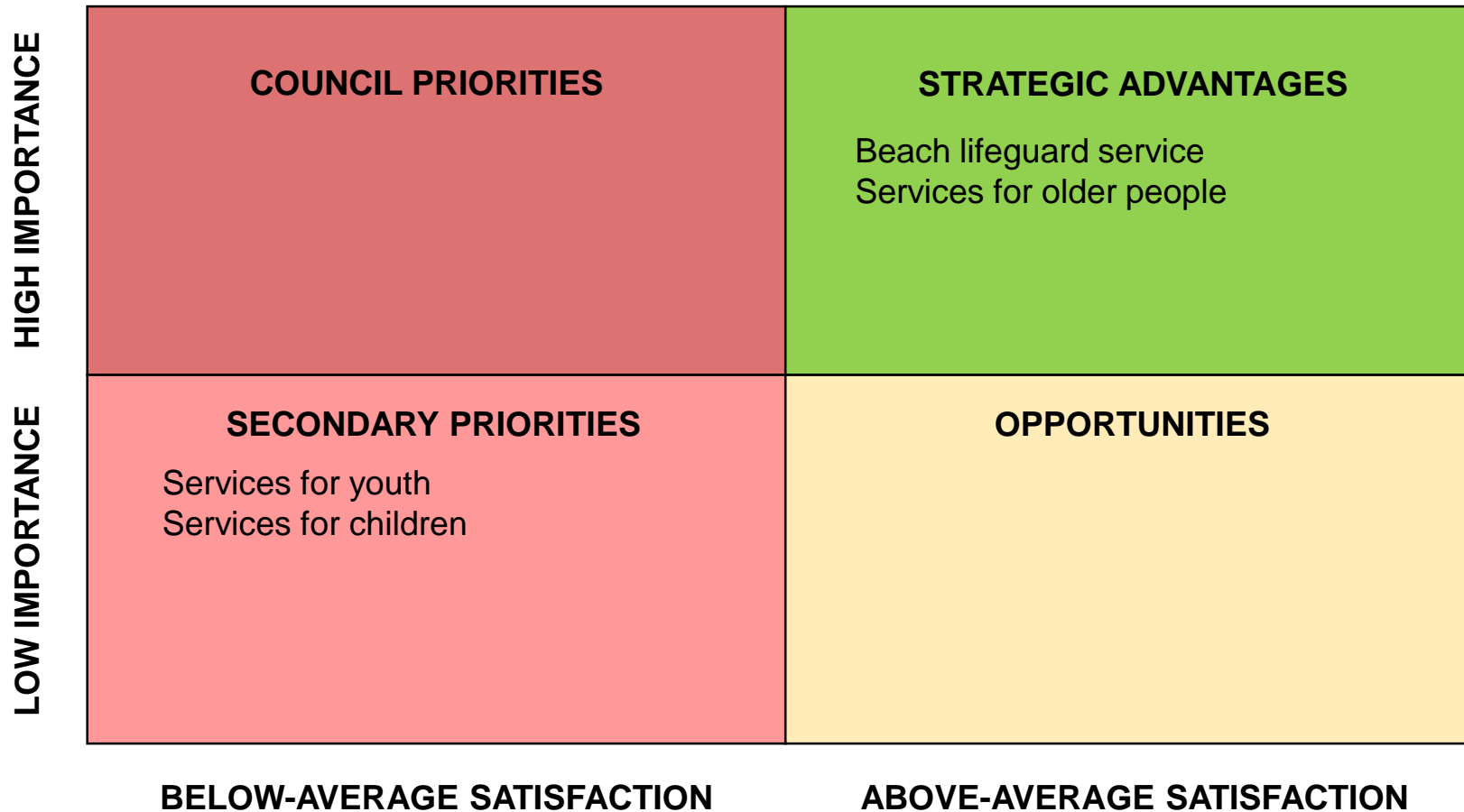
WASTE MANAGEMENT STRENGTHS & WEAKNESSES

HIGH IMPORTANCE	COUNCIL PRIORITIES	STRATEGIC ADVANTAGES Food and garden organics Garbage collection Clean-up of street litter and dumped rubbish
LOW IMPORTANCE	SECONDARY PRIORITIES Annual household kerbside clean-up collection	OPPORTUNITIES Kerbside recycling service
	BELOW-AVERAGE SATISFACTION	ABOVE-AVERAGE SATISFACTION

COMMUNITY SERVICES PERFORMANCE

	2016	2018	Significant change since 2016	Performance compared to Comparable Councils
Beach lifeguard service	4.4	4.4	↔	-
Services for older people	3.9	4.1	↑	↑
Services for children	3.7	3.7	↔	-
Services for youth	3.4	3.3	↔	↑

COMMUNITY SERVICES STRENGTHS & WEAKNESSES



FACILITIES PERFORMANCE

	2016	2018	Significant change since 2016	Performance compared to Comparable Councils
Library services	4.4	4.6	↑	↑
The Pavilion	-	4.5	-	-
Leisure centre - Hall	4.0	4.3	↑	-
Leisure centre - Pool		4.2	↑	-
Leisure centre - Gym		4.2	↑	-
Community halls and community centres	4.1	4.1	↔	↑
Facilities for older people	3.9	3.9	↔	-
Facilities for children	3.7	3.8	↔	-
Facilities for youth	3.4	3.4	↔	-

FACILITIES

STRENGTHS & WEAKNESSES

HIGH IMPORTANCE	COUNCIL PRIORITIES Facilities for older people	STRATEGIC ADVANTAGES Leisure centre – Pool Community halls and community centres
LOW IMPORTANCE	SECONDARY PRIORITIES Facilities for youth Facilities for children	OPPORTUNITIES Library services The Pavilion Leisure centre – Hall Leisure centre – Gym
	BELOW-AVERAGE SATISFACTION	ABOVE-AVERAGE SATISFACTION

MAINTENANCE OF FACILITIES PERFORMANCE

	2016	2018	Significant change since 2016	Performance compared to Comparable Councils
Maintenance of parks and gardens	4.2	4.3	↔	↑
Maintenance of children's play grounds and equipment	-	4.2	-	-
Maintenance of sports grounds and playing fields	4.1	4.2	↔	↑
Maintenance of community halls and civic buildings	-	4.1	-	↑
Maintenance of rock pools and beaches	4.2	4.1	↔	-
Maintenance of public toilets	3.7	3.7	↔	↑

MAINTENANCE OF FACILITIES

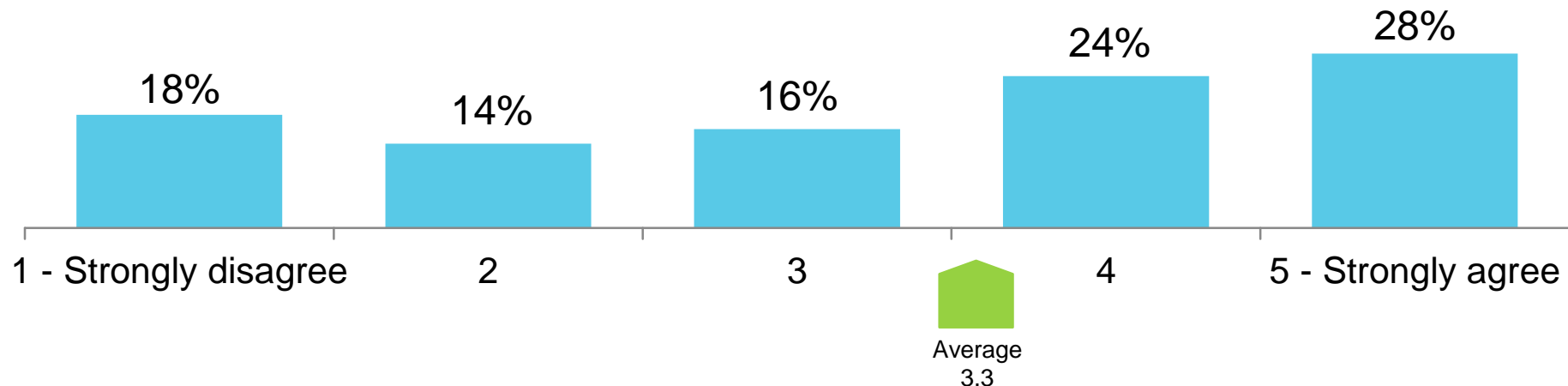
STRENGTHS & WEAKNESSES

HIGH IMPORTANCE	COUNCIL PRIORITIES	STRATEGIC ADVANTAGES Maintenance of parks and gardens Maintenance of rock pools and beaches
LOW IMPORTANCE	SECONDARY PRIORITIES Maintenance of public toilets	OPPORTUNITIES Maintenance of children's playgrounds and equipment Maintenances of sports grounds and playing fields Maintenance of community halls and civic buildings
	BELOW-AVERAGE SATISFACTION	ABOVE-AVERAGE SATISFACTION

COUNCIL CUSTOMER SERVICES

- 49% contacted Council in the last 12 months.
- Most common methods of contact are **over the phone** (43%) and **in person** (30%).
- Most common reasons for contact are **building or development enquiries** (19%), **tree management** (12%) and **waste or garbage collection** (11%).

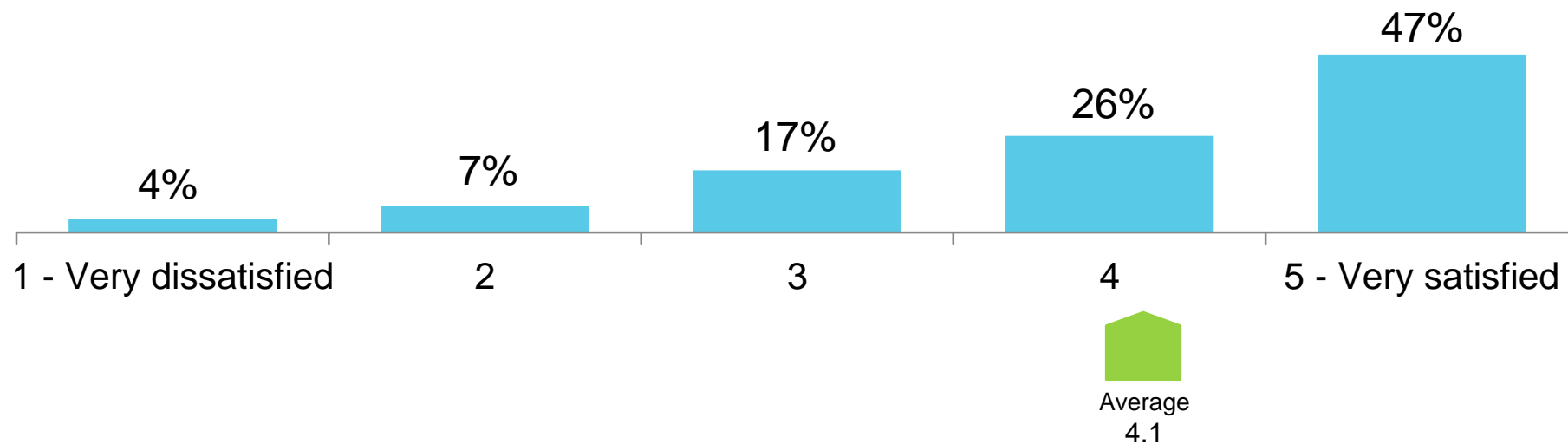
‘Overall, I was satisfied with my experience with Council.’



CONTACT WITH COUNCILLORS & MAYOR

- 23% of residents had contact with an elected Councillor or the Mayor in the past 12 months.
- 73% of these residents were satisfied with their experience, with 47% giving the highest rating of 5.

Overall satisfaction with experience with Councillor or Mayor



SUPPORT FOR FUTURE PROJECTS

HIGHEST SUPPORT

1. Minnamurra River Boardwalk
2. Increased sporting facilities

LOWEST SUPPORT

1. More development in existing residential areas
2. Development of new housing areas

MOST IMPORTANT NEW INFRASTRUCTURE

- 1. Parking** – amount of parking, quality of parking infrastructure, areas which need the most attention.
- 2. Shopping facilities** – supermarkets, shopping centres, new competition.
- 3. Public transport** – rail, bus services, taxi services, areas which need improved public transport.

AREAS OF FOCUS FOR THE FUTURE

1. Creating places that all members of the community can use and feel safe
2. Being financially sustainable
3. Supporting local businesses and creating local job opportunities.

Residents believe Council should **not** focus on encouraging housing growth opportunities in Kiama.

TOP PRIORITIES FOR THE FUTURE

- 1. Development** – control and management of development, maintaining character, less high-rise.
- 2. Environment** – environmental sustainability, conservation, promoting renewable energy.
- 3. Economy** – spending of rates, supporting local businesses, promotion of tourism.

ISSUES OF CONCERN FOR RESIDENTS

- 1. Over-development** – 30% of total number of responses. Also mentioned insufficient infrastructure, urban sprawl and heritage.
- 2. Over-population** – population growth is changing the existing character of Kiama and causing infrastructure problems.

BEST THINGS ABOUT LIVING IN KIAMA

- 1. The community** – sense of community, community spirit, friendliness of people.
- 2. The region** – beauty of the area, natural environment, location, the coast, convenience.
- 3. The atmosphere** – lifestyle, relaxed atmosphere, village charm, country feel.

COMMUNICATION

MOST USED

1. Local newspaper
2. Council newsletter, brochures and publications
3. Online – Council website, Facebook, Twitter

MOST PREFERRED

1. Council newsletter, brochures and publications
2. Local newspapers
3. Online – Council website, Facebook, Twitter

CONCLUSIONS

- The performance of Council in delivering services and facilities is very strong. All services and facilities have either improved or maintained their performance level since 2016.
- The concerns of residents are not centred on current service delivery but on the medium and long-term future of the area.
- How will development, a growing population and the ensuing effects on infrastructure impact future perceptions of Council's service delivery?